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News Release

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DOW issues alert regarding third party bill payment service

LIHU'E – The Department of Water (DOW) has issued an alert to its customers about the additional surcharge for online payments made via doxo.com for water service bills.

The DOW is not affiliated with doxo.com in any way and by using this third party bill payment service, the DOW cannot guarantee the company's legitimacy. Customers who choose to use this and similar payment providers should be aware that they may be subject to additional surcharges.

The DOW only accepts water service payments via the following:

- In person at the Department of Water's office;
- A mailed check payable to the Department of Water;
- Automatic bill payments set up through the Department of Water; and
- Online bill payments set up directly through your bank or credit union.

For more information, please call the Department of Water at 245-5455.

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